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ABSTRACT

This training module was developed to introduce postsecondary personnel to the support services available for students with disabilities at the University of Missouri-Columbia. The module covers the definition and philosophy of support services, including the development of rehabilitation services, independent living, and the disability rights movement. It offers statistics on the percentage of full-time freshmen with disabilities and types of disabilities. It describes campus services for students with disabilities, including academic testing services, classroom accommodations, accessibility, transportation services, attendant and reader assistance, adaptive computing technology, the Learning Center, Ellis Library, student rooms, attendants, air conditioning, guide and service dogs, and diet. The module also describes outside resources, such as AHEAD (Association on Higher Education and Disability) and the HEATH Resource Center, and community services, including financial assistance, home health services, independent living, readers and reference services, interpreters, self-help and support services, transportation, and national toll free hotlines. The module contains handouts and overheads used to enhance important points. Handouts include a list of functions of disability service programs, descriptions of disability support services at University of Missouri-Columbia, and descriptions of community resources. (JDD) (JDD)

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CREATING EMPLOYMENT OPPORTUNITIES

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SUPPORT SERVICES:

UNIVERSITY OF MISSOURI COLUMBIA

Missouri linc

Martha Wille Gregory, Editor

EC 303 549

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This Creating Employment Opportunities (CEO) Project has been produced in cooperation with the University of Missouri - Columbia, Longview Community College, and Southwest Missouri State University.

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1993

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University of Missouri - Columbia
Support Services

Directions For Use

According to a survey by Henderson (1992), the number of freshman students with disabilities has tripled since 1978. To better serve this growing population, this module was developed to introduce postsecondary personnel to the support services available. This module can be used in its entirety, or parts can be deleted according to the needs of the audience. This module was designed to provide comprehensive information. The trainer should not read the script as is, but be familiar with it to help the presentation flow naturally.

The training objectives are:
1. Basic functional knowledge of the Disability Service Programs.
2. Philosophy behind support services.
3. Support Services available in the community and postsecondary institutions.

Below is an outline of the module:

I. Introduction
   - A. Purpose Statement
   - B. Objectives
   - C. Agenda/Outline

II. Definition/Philosophy of Support Services
   - A. Definition
   - B. Philosophy
     - ●Rehabilitation
     - ●Independent Living
     - ●Disability Rights Movement
     - ●Components of Philosophical Framework

III. Population
   - A. Statistics
     - ●Percentage of Full-Time Freshmen with Disablities
     - ●Facts from College Freshmen with Disabilities
     - ●Diversity of Disabilities

IV. Campus Services
   - A. Functions of Disability Service Programs
   - B. Access Office for Students with Disabilities
     - ●Academic Testing Services
     - ●Classroom Accommodations
     - ●Accessibility
     - ●Transportation Services
     - ●Attendant & Reader Assistance

C. Adaptive Computing Technology
D. The Learning Center
E. Ellis Library
F. Residential Life
- Student Rooms
- Attendants
- Air Conditioning
- Guide and Service Dogs
- Diet

G. Outside Resources
- AHEAD
- HEATH

V. Community Resources
A. Introduction
- Financial Assistance
- Home Health Services
- Independent Living
- Interpreters
- Readers and Reference Services
- Self-Help and Support Services
- Transportation
- Outside Resources
- National Toll-Free Numbers

VI. Conclusion

This module contains handouts and overheads used to enhance points. Cues are given on the right side of the page on the proper to use and refer to the overheads and handouts. Notes to the trainer are in *italicized* script. This text is not to be read aloud to the audience, but used as a tool for the trainer.

MATERIALS NEEDED FOR THE WORKSHOP:
- Sign-up list
- Folder packets for handouts
- Pencil/pens
- Name tags (optional)
- Overhead projection/projector screen
- Video equipment (If recording the training session)
- Podium
- Food/drink (optional)

WHEN CONDUCTING THE TRAINING:
- Have fun, be relaxed. Allow for interaction.
- Begin and end on time.

WHEN USING THE EQUIPMENT:

- When using the overhead, use a sheet to cover information until it is disclosed.
- Use a pointer or pen to point to information.

ADAPTATIONS FOR INDIVIDUALS WITH DISABILITIES:

- Make sure all participants are included in the activities.
- Make available if necessary, large print, braille, or taped copies of presentation.
- Ask the individual what type of accommodation is needed.
- Repeat questions from the audience.
- Speak in a normal voice to the audience.
- If not using the overhead, turn it off. It can be distracting.

I. Introduction

A. Purpose Statement

The number of freshmen students with disabilities in higher education institution has tripled since 1978. Support services have been developed to assist individuals with disabilities with accommodations and accessibility issues. This training session was developed to educate postsecondary personnel regarding support services available in the community and on campus.

Handout# 1/Overhead# 1
Objectives/Agenda

B. Objectives

The learning objectives for this module are:

1. Basic functional knowledge of the Disability Service Programs.
2. Philosophy behind support services.
3. Support Services available in the community and postsecondary institutions.

C. Agenda/Outline

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- ●Transportation
- ●Outside Resources
- ●National Toll-Free Numbers

VI. Conclusion

Overhead #2
Support
Services

II. DEFINITION/PHILOSOPHY OF SUPPORT SERVICES

A. DEFINITION

What are support services for students with disabilities? The answer to this question is as diverse as the college student population. A support service is as simple as putting books on tape and as complex as altering degree requirements. Services of students with disabilities meet individual needs and necessitate cooperative efforts. They are often the result of planning and foresight, and sometimes the product of conflict resolution. They are based on theoretical foundations common to student development of the general college student population and incorporate specific elements of disability culture and rehabilitation. We will talk more about specific support services on

campus later in the training. First, it is important to have a brief understanding of the philosophy behind the services.

Overhead #3
Rehabilitation, Indep. Living, Rights Mvmt.

B. PHILOSOPHY

Many factors have contributed to the development of a philosophical framework of services for students with disabilities. Some of the factors include rehabilitation services, independent living strides, and the disability rights movement.

Rehabilitation

World War II introduced the concept of rehabilitation services on a broad basis. The focus for the first rehabilitation services was on the veteran with a disability who was returning home with a need for retraining or education. This need created the first federal program for individuals with disabilities -- a program now known nationwide as Vocational Rehabilitation. Vocational Rehabilitation facilitated the first higher educational pursuits by people with disabilities. It was not until 1973 that other federal action significantly affected individuals with disabilities -- the Rehabilitation Act was passed by Congress. It included Section 504, which prohibits recipients of federal funds from discriminating on the sole basis of handicap. Since the majority of American colleges and universities receive some federal dollars, the impact was enormous.

Independent Living

Environmental barriers were addressed largely due to the rehabilitation movement. Attitudinal barriers, however, were addressed largely due to the independent living movement. This movement developed as people with disabilities began to state their right to educate themselves and decide for themselves what services and products they wished to purchase. For the first time, people with disabilities were stating they were consumers first, patients and clients last. Under the independent living model of service delivery, people with disabilities are viewed as consumers. This is an important distinction from rehabilitation models which viewed people with disabilities as patients.

Disability Rights Movement

In the last two decades a movement has slowly taken shape to demand the fundamental rights for individuals with disabilities that have already been granted to all other Americans. The disability movement is a mosaic movement; diversity is its central characteristic. No one leader or organization can claim to speak for all people with disabilities. Without one highly visible leader, the movement has gone

unnoticed by the majority of people without disabilities. But by its acceptance of differences, the campaign for disability rights has forged a powerful coalition of millions of people with disabilities, their families, and those that work with them. It has led to the emergence of a group consciousness and new attitudes. The new attitude is there is no pity or tragedy in disability, and that it is society's myths, fears, and stereotypes that most make having a disability difficult. This attitude is the philosophical framework of services for students with disabilities. Students with disabilities are first and foremost students, and their disabilities are not viewed as the main essence of their being. Services are not provided in a medical setting, and students are not seen as patients. Coordinators of student services do not strive to evaluate and heal medical impairments, rather they strive to evaluate and "heal" the campus environment. Through this perspective, students are empowered versus rescued. Students are provided with the knowledge, tools, and opportunities necessary to succeed in an environment where competitive disadvantages are neutralized. As the nation begins to implement this philosophy by meeting guidelines of the Americans with Disabilities Act, colleges and universities with strong services for students with disabilities can serve as models of success.

Components of Philosophical Framework

Overhead #4
Components of Philosophical Framework

- Students with disabilities are first and foremost STUDENTS.
- Students with disabilities are consumers.
- There is no pity or tragedy in disability.
- It is architectural and attitudinal barriers that make being a person with a disability difficult.
- Students are empowered versus rescued.

III. POPULATION

A. Statistics

Although statistics pertaining to college students with disabilities are not plentiful, recent efforts have produced data that can provide meaningful insight. The findings reported in College Freshmen with Disabilities: A Statistical Profile by Cathy Henderson (August 1992) include the fact that the percent of freshmen who report having a disability has TRIPLED since 1978. Approximately, one in eleven full-time freshmen (8.8 percent) in 1991 reported having a disability, a considerable change since 1978 when the proportion was about one

in 38 freshmen, or 2.6 percent! This knowledge paints a vivid picture regarding the need for support services. A significant and growing percentage of the college student population have disabilities. The diversity of the disabilities reported include hearing, speech, orthopedic, learning, health, and sight impairments. The majority of disabilities reported are not visible; sight and learning disabilities are those most frequently identified by freshmen. The greatest growth in the percentage of students reporting a particular disability over time is in the category of learning disabilities. Certainly this information, plus the data , has programming and support service implications.

Overhead #5
% of Freshman w/ Disabilities

PERCENTAGE OF FULL-TIME FRESHMEN WITH DISABILITIES-SELECTED YEARS

Disability	1978	1985	1988	1991
Hearing	NR	0.9	0.9	0.9
Speech	NR	0.3	0.3	0.5
Orthopedic	NR	0.9	1	1.2
LD	NR	1.1	1.2	2.2
Health Related	NR	1.2	1.2	1.3
Partially sighted/blind	NR	2.1	1.9	2.2
Other	NR	1.2	1.4	1.6
Total	2.6	7.4	7	8.8

Source: HEATH Resource Center, ACE. Based on unpublished data from the 1991 Cooperative Institutional Research Program, UCLA, 1992. Note: NR = No Response. NRs in 1978 are due to phrasing of the question: "Do you have a physical handicap? If so what type? In 1985,1988,1991, the question was, Do you have a disability? Mark all that apply."

To Trainer: Below are major point concerning the above survey. Depending upon time and audience read all points or simply touch on a few.

FACTS FROM COLLEGE FRESHMEN WITH DISABILITIES: A STATISTICAL PROFILE

Overhead #6
Statistical Profile

- In the last fifteen years the percent of college freshmen who report having a disability has tripled.
- Almost one in 11 (8.8 percent) college freshmen reported having a disability in 1991.

- The disabilities most prevalent among college students are invisible.
- The percentage of students with learning disabilities has grown the most rapidly; now constituting 25 percent of all students with disabilities.

Overhead #7
Disability Diversity

DIVERSITY OF DISABILITIES

Visible	Hidden	Injury-Related
Spinal Cord Injury	Dyslexia	Carpal Tunnel Syndrome
	Deafness	Closed Head Trauma
		Amputation

Static	Congenital	Episodic
Cerebral Palsy	Muscular Dystrophy	Multiple Sclerosis
Mental Retardation	Hemophilia	Epilepsy

Progressive
AIDS
Cystic Fibrosis

IV. CAMPUS SERVICES

A. FUNCTIONS OF DISABILITY SERVICES PROGRAMS

Handout #2
Functions of DSP

We are now going to give a brief overview of available services on campus. We will then go into more detail concerning each one. Although services for students with disabilities in post-secondary education are multi-faceted, they adhere to fundamental characteristics.

- function as a coordinating center of activities, policies, and procedures that affect students with disabilities.
- accomplish goals through both direct contact with students and creation of environments conducive to disabled students' educational objectives;
- respond to the developmental and demographic profiles of the students with disabilities who are served;
- identify eligible students with disabilities and assist them in determining resources appropriate for meeting theirn eeds.
- provide intentional interventions designed to improve the campus environment and neutralize negative environmental conditions.
- promote student development by encouraging:
  -positive and realistic self appraisal;

-intellectual development;
-appropriate personal and career decisions;
-clarification of values;
-physical fitness;
-an enhanced capacity to engage in a personally satisfying and effective style of living;
-the ability to relate meaningfully to others;
-appreciation of cultural and aesthetic differences; and
-an enhanced capacity to work independently and interdependently.

To Trainer: Further information is specific to the MU campus. Depending on time or audience, the trainer can either go through module or handout information to the participants to let them read.

B. ACCESS OFFICE FOR STUDENTS WITH DISABILITIES
A048 BRADY COMMONS
314-882-4696

Overhead #8
Access Office

The Access Office coordinates services for students with disabilities and acts as a resource base for disability related information and guidance. Many types of services are provided which are designed to directly benefit students by minimizing the impact of functional limitations upon their academic and non-academic lives. Students register with the office to become eligible for services, which involves meeting with a staff member, completing an identification form, and providing documentation of disability (if not visible). There is no fee for services which include:

Academic Testing Services
Testing services are provided to students who need readers, writers, proctors, specialized equipment, and/or time extensions on exams to compensate for a disability. The Access Office works with instructors to make appropriate test accommodations. While instructors may not need to provide individual assistance themselves, they play an active role in the process of adaptive testing. The Access Office recognizes that academic examinations have been carefully developed by MU faculty. As participants in the testing process, Office personnel respect instructors' concerns for test security and make every effort to ensure that academic integrity is maintained through several procedures. These measures include:

- The development and implementation of strict policies for test handling and execution.
- Individualized discussion with faculty regarding how the test will arrive at the Access Office and return to the instructor.
- Immediate placement of the test in a locked file upon arrival at the office.
- Utilization of a mandatory training program for those hired to administer tests.

The Access Office selects and trains individuals, usually students, to become testers. The testers attend a workshop on their role in reading, writing, and/or proctoring exams. This allows the testers to fulfill their roles without providing academic assistance to students with disabilities. Testers are trained on the subjects of test security, academic honesty, and ethical conduct. The philosophy of the Access Office places strong emphasis on student responsibility and independence. Students are expected to make the initial contact with their instructors to discuss their abilities and limitations and the type of classroom adaptions that are necessary. It is also the student's responsibility to contact the Access Office one week in advance regarding their need for test arrangements. As soon as notification is received, the office staff contact the instructor to determine the length of time permitted and to discuss the details pertinent to test administration. The Access Office shares the responsibility of providing test modifications with the Adaptive Computing Technology Center (ACT). The adaptive testing room, located in AO32 Brady Commons, is equipped with a computer and other adaptive devices which students may use. For example, word processing is especially useful for students with learning disabilities when typed answers are easier to produce than those that are handwritten. Modified software programs give people with limited hand dexterity the ability to produce mathematical symbols. Closed-circuit televisions can be used to magnify both printed exams and test responses for students with low visual ability. In addition, media conversion utilizes a computer to take material from a printed form and transform it into a braille copy. Students who are blind can operate a device which provides voice output from the computer to increase their ability to take tests independently. The types of technology that can be used in testing situations may be discussed with the Access Office and/or ACT staff. The Adaptive Computing Technology Center information will be addressed in a few minutes.

Classroom Accommodations
The Access Office coordinates classroom accommodations, including lab assistants, specialized equipment, interpreters, and note-takers for students who require visual, auditory, or manual aids in the classroom. Again, communication between the student, faculty, and Access Office is essential. Instructors and students may contact the office if they recognize a need.

Accessibility
The Access Office works as a liaison with Campus Facilities and other related departments in addressing campus accessibility. Maintenance, renovation, and new construction are all areas of concern in improving physical accessibility. If the office receives a complaint or recognizes a problem in accessibility, staff will contact the appropriate resource for a remedy.

Transportation Services
On-campus transportation needs for students with either a temporary or permanent mobility impairment can be facilitated by the Access Office. Parking and Transportation Services provides a lift-equipped bus, whose driver is instructed on specific student needs by the Access Office. For students who have their own vehicle, designated parking permits are available. These may be obtained with proper certification from Parking and Transportation services located on the second level of the Turner Avenue garage, (314) 882-4568.

Attendant & Reader Assistance
Attendant and reader recruitment services are provided so students with disabilities can hire persons to assist in their individual needs. Personal attendant recruitment and referral is available to students who need assistance on either a full or part time basis. The Access Office assists in posting job descriptions, conducting initial interviews, and maintaining a file of attendant and reader applicants.

Overhead #9
Other Services

C. ADAPTIVE COMPUTING TECHNOLOGY CENTER
230 HEINKEL BUILDING
314-882-2000

The University of Missouri-Columbia (MU) recognizes computing to be a tool for facilitating education. This tool enhances an individual's ability to create and edit documents, complete course work, access information, and expand communications. Potential use of this technology is endless. For most people these advances are a convenience, but for persons with disabilities adaptive computing can

be a key to independence. The Department of Campus Computing at MU strongly emphasizes the need to make computing resources available to all staff, students, and faculty. The Adaptive Computing Technology (ACT) Center was established in order to make this goal a reality. The ACT Center uses adaptive computing to help integrate persons with disabilities into the academic environment. Services from the ACT Center are free of charge to all students, faculty, and staff of the University of Missouri-Columbia. However, the ACT Center does provide adaptive services for reimbursement to non-MU organizations throughout the state.

The ACT Center provides access to computing by combining adaptive devices and/or software to standard computer equipment. Adaptive computing allows students to enter data and receive output from a computer in an alternative manner, according to the individual's needs. Personnel at the ACT Center first meet with students, faculty, or staff to consider appropriate adaptive computer workstations that can effectively meet the individualized needs of the user. Capabilities, obstacles, and expectations are explored. One-on-one training is provided to give users a working knowledge of adaptive devices and basic computer skills. After training, the staff remains available to respond to questions and to address technical problems of adaptive workstations on campus. The ACT Center also has the responsibility of creating accessible computer workstations within Campus Computing labs. Initial appointments can be made by calling the ACT Center at (314) 882-2000.

D. THE LEARNING CENTER
231 ARTS AND SCIENCE
314-882-2493

The Learning Center provides academic support for all undergraduate students on campus. The Center also works in conjunction with the Access Office to provide services to students with disabilities. The Learning Center provides funding for testers and lab assistants. In addition, some students registered with the Access Office qualify for individual tutoring services offered by the Learning Center. The Learning Center employs a learning resource specialist who provides learning disability evaluations upon request and at no charge. This evaluation may qualify a student for access to further services. Other programs are also made available through the Learning Center. These programs include group tutoring, writing lab, instruction in reading and study skills, and focused help in a number of commonly required classes. Students may call or visit to use services and seek further information.

E. ELLIS LIBRARY
NINTH AND LOWRY
LIBRARY SERVICES FOR STUDENTS WITH DISABILITIES
314-882-1101, 314-882-4693

Students with disabilities needing assistance with LUMIN, the Card Catalog, book retrieval or any other library service offered, can contact personnel at the Reference Desk located on the south end of the library. If that desk is closed, personnel at the circulation or Reserve desk, located at the north end of the library, can help. Calling ahead of time usually saves time and is appreciated.

F. RESIDENTIAL LIFE
JESSE HALL
314-882-7275

MU residence halls are all-women, all-men or co-ed by floor. Depending on residence hall location and level of accessibility, one hall may accommodate certain needs better than another.

Student Rooms
Double occupancy rooms range in size from 120-150 square feet. The rooms can accommodate a hospital bed, extra wheelchair, desk, personal computer and a refrigerator that is 4.5 cubic feet or smaller. If personally owned furniture or other equipment will be brought to the room, call Facility Operations, 8 Defoe, 882-7211 at least two weeks before classes begin. Single occupancy rooms are available when medical need is verified and documented by a physician; otherwise,single rooms are available as space permits. A single room request needs to be marked on the residence hall applications. Notify Facility Operations of specific changes needed such as lowering electrical outlets, shelves, mirrors, or changing types of locks.

Attendants
If a live-in attendant is needed, indicate so on the residence hall application. Part-time attendants of the opposite sex assisting persons with disabilities in residence halls are permitted. Live-in attendants, however, must be of the same sex.

Air Conditioning
Smith, Donnelly, Johnson, Wolpers & Mark Twain Halls are air conditioned. Window units may be installed in those halls which do not have air conditioning. However, there must be a medical need to

do so, and a physicians letter must be sent to the Medical Director of the Student Health Center. Utility charges for an air conditioner are $110 per year. Some residence halls require that Facility Operations install the unit at a fee of $35.

Guide and Service Dogs
Service dogs may stay in the same room as the owner. Notify Facility Operations in advance if a dog will be living in a residence hall.

Diet
For questions about diet accommodations or meal plans, contact Campus Dining Services at 882-3663.

Outside Resources

AHEAD
The field of disabled student services is continually challenging and expanding. To obtain more entailed information and/to keep abreast of current issues, one may contact the professional organization AHEAD (Association on Higher Education and Disability). AHEAD was founded in 1978 to address the need and concern for upgrading the quality of services available to students with disabilities in post-secondary education. The mission of the AHEAD to provide unique leadership, focus, and expertise for professionals. It is a multinational, nonprofit organization committed to promoting full participation of individuals with disabilities in post-secondary education. The AHEAD's training programs, workshops, publications, and conferences are planned and developed by its elected officials and governing board and carried out by their full-time Executive Director and staff. AHEAD has developed a communication network that addresses the needs of special interests within the organization. Each Special Interest Group (SIG) provides in-depth attention to current issues affecting that group. AHEAD members are encouraged to be actively involved in any group that addresses their special interests. The Special Interest Groups include: Blindness/Visual Impairment, Canadian Programs, Career Planning/Placement, Community College, Computers, Deafness/Hearing Impairment, Disability Studies, Head Injury, Independent Colleges and Universities, Learning Disabilities, Psychiatric Disabilities, TRIO Programs, and Women and Disability. These address are found in your handout.

HEATH

Another beneficial resource is the HEATH Resource Center a clearinghouse that operates under a congressional legislative mandate to collect and disseminate information nationally about disability issues in postsecondary education. HEATH has an extensive publication program (single copies of publications are free and may be reproduced), a toll-free telephone service, and a professional staff that participate in a strong network of colleagues across the country. Their address is also found in your handout.

Handout#3/Overhead#10
Community Resources

V. COMMUNITY RESOURCES

In your handout are community resources pertaining to disability issues. Many of the agencies listed offer a variety of services, however, for the purposes of this module the services selected are those which most closely relate to college student job development. Please keep in mind that students with disabilities may also benefit from resources not specifically targeted to concerns surrounding disability. Always consider resources that you have found to be helpful for the general student population as well.

To Trainer: Depending on audience and time, the trainer can go into details concerning Community Resources or refer the participants to the handout.

COMMUNITY RESOURCES FOR STUDENTS WITH DISABILITIES

FINANCIAL ASSISTANCE

DAWN TO DUSK
603 N. Providence
Columbia, MO 65203
(314) 875-4460

Services: Financial services provided for the unmet health related needs of persons with chronic disabilities.
Fee: None
Eligibility: Person has chronic disability
Procedure: Referrals and appointments

CENTRAL MISSOURI EASTER SEAL SOCIETY
605 N. Providence
Columbia, MO 65203
(314) 875-4774

Services: Direct financial assistance for transportation and for equipment.
Fee: None (except donations)
Eligibility: Must be 0-21 years with any disability.
Procedure: Referral or self referral -- complete application

MEALS ON WHEELS OF COLUMBIA, INC.
606 Ridgeway Ave.
Columbia, MO 65203
(314) 499-7554

Services: Home delivered hot noon meal (sack supper optional) Monday-Friday. Temporary and long term services available.
Fee: Sliding scale
Eligibility: Individual with a disability limiting ability to shop/prepare well balanced meals.
Procedure: Phone referral (health care providers, family, friends, agencies, self, etc.)

REHABILITATION SERVICES FOR THE BLIND
308 Chestnut
Jefferson City, MO 65101
(314) 751-2714

Services: Diagnosis and evaluation, physical restoration, instruction in daily living (including braille and travel training), vocational training and education, provision of tools and equipment, rehabilitation facility services for adjustment to blindness and attainment of blindness skills, job development, placement assistance/follow-up.
Fee: None
Eligibility: Criteria are:
1)legal blindness or other severe visual impairment,
2)residence in the State of Missouri,
3)an assessment of applicant's vocational needs (for some programs),
4)an assessment of applicant's financial needs (for some programs).
Procedure: Phone for appointment.

VOCATIONAL REHABILITATION
409 Vandiver
Bldg. 5, Suite 101
Columbia, MO 65202
(314) 882-9110

Services: Diagnosis and evaluation, physical restoration, vocational training and education, provision of tools and equipment, work evaluation and adjustment, maintenance and transportation assistance, placement assistance/follow-up.
Fee: Some services are paid entirely by VR and some services are paid for by VR only if client is unable to pay for them him/herself.
Eligibility: Criteria are:
1) physical or mental disability,
2)disability must be a handicap in getting or keeping a job,
3) must be a reasonable chance the client can obtain employment if appropriate services are provided.
Procedure: Phone for appointment.

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* Please note that financial assistance may also be available through specific disability associations (ie., Muscular Dystrophy Association) which can be found in the phone directory or Directory of Community Services for Boone County Missouri, available at the Access Office.

HOME HEALTH SERVICES

KELLY ASSISTED LIVING SERVICE
404 Portland
Columbia, MO 65201
(314) 449-0871

Services: Health related services in home: RN's, LPN's speech and physical therapy; housekeeper/companion service; private duty nursing care; medical equipment and supplies; social worker.
Fee: Sliding scale from subsidized to full cost
Eligibility: Unrestricted
Procedure: Phone; visit; referral

OPTIONS HOME HEALTHCARE
200 East Walnut
Columbia, MO 65203
(314) 874-1100

Services: 24 hour nursing/companion care; physical, speech, and occupational therapy
Fee: Varies
Eligibility: Medicaid, Medicare, Private Insurance
Procedure: Phone or visit

PHYSICIAN'S HOME HEALTH NETWORK
619 N. Providence
Columbia, MO 65203
(314) 449-0206

Services: Home health aides, physical, occupational, speech therapy and medical social services.
Fee: Medicare/Medicaid, private insurance
Eligibility: Must meet payers requirements
Procedure: Phone or visit

VISITING NURSES ASSOCIATION
1809 Vandiver Dr.
Columbia, MO 65202
(314) 474-6000

Services: In-home health care; homemaker services; skilled nursing; bedside care; rehab therapies (ie. occupational)
Fee:
Eligibility:
Procedure:

INDEPENDENT LIVING

SERVICES FOR INDEPENDENT LIVING
1301 Vandiver Drive, Suite Q
Columbia, MO 65202
(314) 874-1646

Services: Independent living services and skills development; individual and systems advocacy; peer support; disability information and referral; disability awareness education and training; ADA/accessibility technical assistance; rural services; deaf services; assistive technology center; personal care assistant registry; housing referral; transportation (limited); support groups other disability-related services and activities.
Fee: Most services free
Eligibility: Disability-related services only
Procedure: Appointment; visit; referral

NATIONAL FEDERATION OF THE BLIND
2910 Bluegrass Court
Columbia, MO 65201
(314) 874-1774

Services: Advocacy and training of skills of blindness; assistance in finding employment; referrals to community resources; cane travel training; aids and appliances; braille information and assistance
Fee: None
Eligibility: No restrictions
Procedure: Phone or writer for information

*See Rehabilitation Services for the Blind under FINANCIAL ASSISTANCE

INTERPRETERS

ADVENT ENTERPRISES, INC.
2116 Nelwood Drive
Columbia, MO 65202
(314) 474-8560

Services: Interpreter referral
Fee: Varies with service; payment accepted from private and third party sources.
Eligibility: 16 years or older and have vocational barriers to competitive employment.
Procedure: Phone for appointment or information.

READERS AND REFERENCE SERVICES

DANIEL BOONE REGIONAL LIBRARY
100 West Broadway
P.O. Box 1267
Columbia, MO 65205-1267
(314) 443-3161

Services: Telephone reference information, liaison with Wolfner Library for the Blind and physically disabled.
Fee: None
Eligibility: None
Procedure: Visit or call during business hours

WOLFNER LIBRARY
600 West Main
P.O Box 387
Jefferson City, MO 65102
(314) 751-8720 or (800) 392-2614

Services: Books on tape or record; small braille collection, small large-print collection. No textbooks. Loan tape players and record players.
Fee: None
Eligibility: Visual or physical disability (must be medically documented). People with Learning Disabilities must have disability documented by a medical physician.
Procedure: Applications are available at Daniel Boone Regional Library. Completed applications must include certification of disability.

RECORDING FOR THE BLIND
20 Roszel Road
Princeton, NH 08540
(609) 452-0606
For book orders:(800) 221-4792/4793
Services: Lends recorded educational books to persons who cannot read standard printed material because of visual, physical or specific learning disabilities. Also functions as a recording service for complete, published copyrighted books that are educational in nature.
Fee: A registration fee of $37.50 must be included with the Application for Service.
Eligibility: An Application for Service must be completed. The Disability Verification portion of the application must completed and certified by a qualified medical or educational professional.
Procedure: Applications may be requested by calling (800) 221-4792.

SELF HELP AND SUPPORT SERVICES

ARTHRITIS SUPPORT GROUP
Purpose: Support group for friends, families and persons with arthritis.
Contact: 882-8097

BETTER BREATHERS CLUB
Purpose: Support group for friends, families and persons with emphysema.
Contact: 882-3350

CENTRAL MISSOURI MENTAL HEALTH COALITION
Purpose: Provide anyone interested in mental health issues community support for information and referral, advocacy and public awareness.
Contact: David Aston, 443-3701

COLUMBIA LUPUS SUPPORT GROUP
Purpose: Support for family, friends and persons affected by Lupus.
Contact: 875-6685

CYSTIC FIBROSIS GROUP
Purpose: Support group for friends, families, and persons with cystic fibrosis.
Contact: 882-6199 (Deb Gayer)

EPILEPSY SUPPORT GROUP
Purpose: Support groups for friends, families, and persons with epilepsy.
Contact: 874-1646

HEALING CIRCLE
Purpose: Support group for persons dealing with cancer.
Contact: 443-1324

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Purpose: Support for friends, families, and persons with heart problems.
Contact: 446-3000

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Purpose: Support and information for anyone affected by Huntington's disease.
Contact: 445-4403

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Contact: 875-9000 (Columbia Regional Hospital - ask for Anita Blow)

NATIONAL MULTIPLE SCLEROSIS SOCIETY
Purpose: Support group for friends, families, and persons with multiple sclerosis.
Contact: 449-7150 or 1-816-882-7041

NU-VOICE
Purpose: Support and information for those who have had a laryngectomy.
Contact: 474-3194

RAIN (Regional AIDS Interfaith Network)
Purpose: Support group to help people with AIDS.
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SHARE
Purpose: A support group for people dealing with breast cancer.
Contact: 882-2100 (Ellis Fischel)

W.A.V.E.S. (Women Advocating for the Vision of an Educated Society)
Purpose: Advocacy group of women with disabilities dispelling myths and misconceptions through education and information.
Contact: 874-1646 or TDD 874-4121

TRANSPORTATION

COLUMBIA AREA TRANSIT SYSTEM
701 East Broadway
Public Works Dept.
P.O. Box N
Columbia, MO 65201
(314) 874-7282

Services: Accessible fixed route bus service and ADA Paratransit
Fee: $.50 regular, $.25 disabled and elderly, $1.00 paratransit
Eligibility: Bus service - none, Paratransit - must be ADA eligible
Procedure: Paratransit by application - available at Access Office, City of Columbia, Department of Public Works, and the Wabash Station.

OATS, Inc.
100 East Texas
Columbia, MO 65202
(314) 449-3789

Services: Door to door transportation service with priority given to trips involving medical and nutrition needs essential shopping and business.
Fee: Free of charge to individuals eligible for subsidy; full cost for agencies and persons who wish specific days and times. (Please call regarding full cost and

application procedure).
Eligibility: Over 18 years of age with a disability.
Procedure: Phone to schedule transportation.

AHEAD
P.O. Box 21192
Columbus, OH 43221
(614) 488-4972 (Voice/TDD)

Heath Resource Center, Department FD
American Council on Education
One Dupont Circle, Suite 800
Washington, DC 20036
(800) 544-3284

Service providers seeking more in-depth study may obtain single copies of the previously mentioned document from the American Council on Education for $10.00 each (includes postage). Multiple copies are available for $7.50 each. All orders must be prepaid by money order or check (made payable to American Council on Education) and sent to:

Heath Resource Center, Department FD
American Council on Education
One Dupont Washington, DC 20036

NATIONAL TOLL-FREE NUMBERS

AT&T Special Needs Center
(800) 233-1222
TDD (800) 833-3232

AMC Cancer Info. Center
(800) 525-3777

American Council for the Blind
(800) 424-8666

American Diabetes Association
(800) 232-3472

American Paralysis Association
(800) 225-0292

Better Hearing Institute
(800) 424-8576

Doubleday Large Print Books
(800) 343-4300

Epilepsy Foundation
(301) 459-3700
(800) 332-1000

Higher Education and Training for People with Handicaps
(800) 544-3284

IBM Support Center for Persons with Disabilities
(800) 426-2133

Job Accommodation Network
(800) 232-9675 (ADA Information)
(800) 526-7234 (Voice/TDD)

Job Opportunities for the Blind
(800) 638-7518

Job Discrimination Hot Line
(800) USA-EEOC

Library of Congress Handicapped Hot Line
(800) 424-8567

Medicare Information Line
(800) 392-8667

MO-Advocacy and Protection for the Disabled
(800) 392-8667

Multiple Sclerosis 24 Hour Info. Line
(800) 624-8236

National AIDS Hot Line
English,(800) 324-AIDS
Spanish,(800) 344-SIDA
Deaf,(800) AIDS-TTY

Nat. Cystic Fibrosis Foundation
(800) 344-4823

National Deafness Info. Center
(8000 672-6720

National Down Syndrome Society
(800) 221-4602

National Easter Seal Society
(800) 221-6827

National Organization on Disability
(800) 248-ABLE

National Rehabilitation Info. Center
(800) 34-NARIC

National Spinal Cord Injury Hot Line
(800) 526-3456

National Tuberous Sclerosis Assoc.
(800) CAL-NTSA

Random House Audio Books
(800) 638-6460

Recording for the Blind
(800) 221-4792

Social Security Information Line
(800) 772-1213

Spina Bifida Association
(800) 621-3141

United Cerebral Palsy
(800) 872-1827

VI. Conclusion

This has been a brief overview of support services available to individuals with disabilities. Please keep as a resource when making referrals. If there are questions please contact the Disabled Student Office or myself. Please fill out the evaluation prior to leaving. Thank you for attending.

Overhead #1

OBJECTIVES:

1. **Basic functional knowledge of the Disability Service Programs.**

2. **Philosophy behind support services.**

3. **Support Services available in the community and postsecondaryy institutions.**

OUTLINE:

DEFINITION/PHILOSOPHY OF SUPPORT SERVICES

POPULATION

CAMPUS SERVICES

COMMUNITY SERVICES

Overhead #2

SUPPORT SERVICES

- ASSIST WITH ACADEMIC ADJUSTMENTS
- COORDINATE ACTIVITIES
- ACT AS A CAMPUS RESOURCE
- PROMOTE STUDENT DEVELOPMENT

Overhead #3

★ REHABILITATION

★ INDEPENDENT LIVING

★ DISABILITY RIGHTS MOVEMENT

Overhead #4

Components of Philosophical Framework

* Students with disabilities are first and foremost STUDENTS.

* Students with disabilities are consumers.

* There is no pity or tragedy in disability.

* It is architectural and attitudinal barriers that make being disabled difficult.

* Students are empowered versus rescued.

Overhead #5

Percentage of Full-Time Freshmen with Disabilities Selected Years

Disability	1978	1985	1988	1991
Hearing	NR	0.9	0.9	0.9
Speech	NR	0.3	0.3	0.5
Orthopedic	NR	0.9	1	1.2
LD	NR	1.1	1.2	2.2
Health Related	NR	1.2	1.2	1.3
Partially sighted/blind	NR	2.1	1.9	2.2
Other	NR	1.2	1.4	1.6
Total	2.6	7.4	7.0	8.8

Note: NR = No response. NRs in 1978 are due to phrasing of the question: Do you have a physical handicap? If so what type? In 1985,1988,1991, the question was, Do you have a disability? Mark all that apply. Source: HEATH Resource Center, ACE. Based on unpublished data from the 1991 Cooperative Institutional Research Program, UCLA, 1992.

Overhead #6

A Statistical Profile

Facts from College Freshmen with Disabilities:

* In the last fifteen years the percent of college freshmen who report having a disability has tripled.

* Almost on in 11 (8.8 percent) college freshmen reported having a disability in 1991.

* The disabilities most prevalent among college students are invisible.

* The percentage of students with learning disabilities has grown the most rapidly; now constituting 25 percent of all students with disabilities.

Overhead #7

DIVERSITY OF DISABILITIES

Visible	Hidden	Injury-Related
Spinal Cord Injury	Dyslexia	CarpalTunnelSyndrome
	Deafness	Closed Head Trauma
		Amputation

Static	Congenital
Cerebral Palsy	Muscular Dystrophy
Mental Retardation	Hemophilia

Progressive	Episodic
AIDS	Multiple Sclerosis
Cystic Fibrosis	Epilepsy

Overhead #8

Access Office for Students with Disabilities

* adaptive academic testing services
* classroom accommodations
* accessibility
* transportation services
* attendant & reader services

Overhead #9

OTHER SERVICES

Adaptive Computing Technology

Center

Learning Center

Ellis Library

Residential Life

Overhead #10

Community

- Financial Assistance
- Home Health Services
- Independent Living
- Interpreters
- Readers & Reference Services
- Self Help & Support Services
- Transportation

Handout # 1

The training objectives are:

1. Basic functional knowledge of the Disability Service Programs.
2. Philosophy behind support services.
3. Support Services available in the community and postsecondary institutions.

OUTLINE:

DEFINITION/PHILOSOPHY OF SUPPORT SERVICES

POPULATION

CAMPUS SERVICES

COMMUNITY SERVICES

Handout #2

The Functions of Disability Services Programs are to:

* **Function as a coordinating center of activities, policies, and procedures that affect students with disabilities;**

* **accomplish goals through both direct contact with students and creation of environments conducive to students with disabilities educational objectives;**

* **respond to the developmental and demographic profiles of the students with disabilities who are served;**

* **identify eligible students with disabilities and assist them in determining resources appropriate for meeting their needs;**

* **provide intentional interventions designed to improve the campus environment and neutralize negative environmental conditions; and**

* **promote student development by encouraging:**
  - **positive and realistic self appraisal;**
  - **intellectual development;**
  - **appropriate personal and career decisions;**
  - **clarification of values;**
  - **physical fitness;**
  - **an enhanced capacity to engage in a personally satisfying and effective style of living;**
  - **the ability to relate meaningfully to others;**
  - **appreciation of cultural and aesthetic differences; and**
  - **an enhanced capacity to work independently and interdependently.**

Handout #3

COMMUNITY RESOURCES FOR STUDENTS WITH DISABILITIES

FINANCIAL ASSISTANCE

DAWN TO DUSK
603 N. Providence
Columbia, MO 65203
(314) 875-4460

Services: Financial services provided for the unmet health related needs of persons with chronic disabilities.
Fee: None
Eligibility: Person has chronic disability
Procedure: Referrals and appointments

CENTRAL MISSOURI EASTER SEAL SOCIETY
605 N. Providence
Columbia, MO 65203
(314) 875-4774

Services: Direct financial assistance for transportation and for equipment.
Fee: None (except donations)
Eligibility: Must be 0-21 years with any disability.
Procedure: Referral or self referral -- complete application

MEALS ON WHEELS OF COLUMBIA, INC.
606 Ridgeway Ave.
Columbia, MO 65203
(314) 499-7554

Services: Home delivered hot noon meal (sack supper optional) Monday-Friday. Temporary and long term services available.
Fee: Sliding scale
Eligibility: Individual with a disability limiting ability to shop/prepare well balanced meals.
Procedure: Phone referral (health care providers, family, friends, agencies, self, etc.)

REHABILITATION SERVICES FOR THE BLIND
308 Chestnut
Jefferson City, MO 65101
(314) 751-2714

Services: Diagnosis and evaluation, physical restoration, instruction in daily living (including braille and travel training), vocational training and education, provision of tools and equipment, rehabilitation facility services for adjustment to blindness and attainment of blindness skills, job development, placement assistance/follow-up.

Fee: None
Eligibility: Criteria are:
1)legal blindness or other severe visual impairment,
2)residence in the State of Missouri,
3)an assessment of applicant's vocational needs (for some programs),
4)an assessment of applicant's financial needs (for some programs).
Procedure: Phone for appointment.

VOCATIONAL REHABILITATION
409 Vandiver
Bldg. 5, Suite 101
Columbia, MO 65202
(314) 882-9110

Services: Diagnosis and evaluation, physical restoration, vocational training and education, provision of tools and equipment, work evaluation and adjustment, maintenance and transportation assistance, placement assistance/follow-up.
Fee: Some services are paid entirely by VR and some services are paid for by VR only if client is unable to pay for them him/herself.
Eligibility: Criteria are:
1) physical or mental disability,
2)disability must be a handicap in getting or keeping a job,
3) must be a reasonable chance the client can obtain employment if appropriate services are provided.
Procedure: Phone for appointment.

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* Please note that financial assistance may also be available through specific disability associations (ie., Muscular Dystrophy Association) which can be found in the phone directory or Directory of Community Services for Boone County Missouri, available at the Access Office.

HOME HEALTH SERVICES

KELLY ASSISTED LIVING SERVICE
404 Portland
Columbia, MO 65201
(314) 449-0871

Services: Health related services in home: RN's, LPN's speech and physical therapy; housekeeper/companion service; private duty nursing care; medical equipment and supplies; social worker.
Fee: Sliding scale from subsidized to full cost
Eligibility: Unrestricted
Procedure: Phone; visit; referral

OPTIONS HOME HEALTHCARE
200 East Walnut
Columbia, MO 65203
(314) 874-1100

Services: 24 hour nursing/companion care; physical, speech, and occupational therapy
Fee: Varies
Eligibility: Medicaid, Medicare, Private Insurance
Procedure: Phone or visit

PHYSICIAN'S HOME HEALTH NETWORK
619 N. Providence
Columbia, MO 65203
(314) 449-0206

Services: Home health aides, physical, occupational, speech therapy and medical social services.
Fee: Medicare/Medicaid, private insurance
Eligibility: Must meet payers requirements
Procedure: Phone or visit

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1809 Vandiver Dr.
Columbia, MO 65202
(314) 474-6000

Services: In-home health care; homemaker services; skilled nursing; bedside care; rehab therapies (ie. occupational)
Fee:
Eligibility:
Procedure:

INDEPENDENT LIVING

SERVICES FOR INDEPENDENT LIVING
1301 Vandiver Drive, Suite Q
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(314) 874-1646

Services: Independent living services and skills development; individual and systems advocacy; peer support; disability information and referral; disability awareness education and training; ADA/accessibility technical assistance; rural services; deaf services; assistive technology center; personal care assistant registry; housing referral; transportation (limited); support groups other disability-related services and activities.

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Eligibility: Disability-related services only
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Services: Advocacy and training of skills of blindness; assistance in finding employment; referrals to community resources; cane travel training; aids and appliances; braille information and assistance
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Procedure: Visit or call during business hours WOLFNER LIBRARY

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Services: Accessible fixed route bus service and ADA Paratransit
Fee: $.50 regular, $.25 disabled and elderly, $1.00 paratransit
Eligibility: Bus service - none, Paratransit - must be ADA eligible
Procedure: Paratransit by application - available at Access Office, City of Columbia, Department of Public Works, and the Wabash Station.

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Columbia, MO 65202
(314) 449-3789

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Fee: Free of charge to individuals eligible for subsidy; full cost for agencies and persons who wish specific days and times. (Please call regarding full cost and application procedure).
Eligibility: Over 18 years of age with a disability.
Procedure: Phone to schedule transportation.

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One Dupont Circle, Suite 800
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(800) 225-0292

Better Hearing Institute
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